



TRAINING OPPORTUNITY
Detrick Center for Training and Education
Excellence
Fort Detrick, MD

Course Title: Dealing with Difficult Customers

Dates/Location/Hour: 9 June 04; Building 1520; Classroom
2; 0800-1600

Registration Deadline: 26 May 04

Cost: Cost per person is \$100.00

Vendor: Frederick Community College
7932 Opossumtown Pike
Frederick, MD 21702

Description: Clients & customers are given clear messages about what to anticipate. Clients' discontent is handled professionally & skillfully. Customer's issues are resolved. Satisfaction is "Guaranteed".

When embarking upon a new project or providing a new service to a client, communicating the specifics of the transaction is important to ensuring that both parties are satisfied at the conclusion. Dealing with Difficult Customers provides participants with tools & techniques for conveying product & service information to customers.

Results: Understanding personality types. Develop a plan for handling difficult clients. Identify ways to resolve complaints. Learn skills to handle difficult clients.

Customize: Dealing with Difficult Customers can be customized to meet your company's specific needs in the area of customer satisfaction. Contact your business-training liaison for a consultation and written course proposal.

Instructors: All instructors are certified or meet the College's instructor evaluation process.

Who should attend: All persons in the service industry that deal with customer relations.

Course Manager: Tel. 301-619-7554, Fax 301-619-2884, E-Mail: USAGDCTEE@det.amedd.army.mil

How to Nominate and Apply: FAX DD Form 1556 to DCTEE (301-619-2884 or DSN 343-2884) or mail to bldg 1520 by the registration deadline. Ensure Blocks 17, 19, 23, 25, 32, 33, and 34 are properly completed. Include nominee's email address and Training Coordinator's phone number and email address in Block 18. Training coordinators must add billing information in blocks 27 and 37. Do not attend unless you have received confirmation from the course manager. Although we try to accommodate all training needs, faxing a nomination to us does not guarantee a space allocation. Check with your activity Training Coordinator if you have not received confirmation two-four weeks prior to the class starting date.

NOTES:

Individuals who require special services or accommodations due to a disability should advise this office immediately (wheelchair access, interpreter, etc).